



**NOTICE TO PEOPLE WHO MUST CHOOSE A HEALTH PLAN (MANDATORY) AFTER THEY HAVE CHOSEN A PLAN OR BEEN AUTO-ASSIGNED TO ONE**  
**NC Medicaid 20190925 v1.0**

Patricia A. Jones  
1234 Any Main St  
Raleigh, NC 27603-1000

October 1, 2019

Dear Patricia A. Jones:

**Your health plan**

You chose a plan, or we chose one for you. The people listed below can start getting services from the plan on the start dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones 123-45-6789	WellCare <b>February 1, 2020</b> 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

**If you want to keep your health plan**

You can stay in the plan listed above. You do not have to do anything.

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

## **If you want to **change** your health plan, choose a new plan by April 30, 2020**

All plans are required to have the same Medicaid services. Some plans provide added services like programs to help you quit smoking. To learn more about the plans and the services they offer:

- Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).
- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Comparison Chart in the welcome packet mailed to you.

To change your plan, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov) or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). You can change your plan at any time.

## **If you **change** your health plan before January 31, 2020, the new plan will start on February 1, 2020**

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

## **If you **don't** **change** your health plan by April 30, 2020**

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov).

We will send you another letter telling you when you can choose a new health plan without a special reason.

## **If you need certain services to address needs related to developmental disability, mental illness, traumatic brain injury, or substance use disorder**

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

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## Questions?

We can help. Go to [ncmedicaidplans.gov](https://ncmedicaidplans.gov). You can also use the “chat” tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,  
NC Medicaid Team